



Providers can submit a correction to a previously submitted authorization request in the WCMBP system to amend any errors. This process reduces time and effort while also preventing duplicate authorizations. The primary use of correction by providers is for either changing the number of units and/or changes to the service date(s). This guide explains the steps performed by Providers in the WCMBP system to submit a correction to an authorization.

Note: Please make note of the following prior to following the steps in this guide:

1. Correction to multiple authorizations must be submitted individually and cannot be combined.
2. If the procedure code needs to be changed on the original authorization, a NEW authorization must be submitted. A correction should NOT be submitted.

Submitting an Auth Correction in the WCMBP System

1. Log in to the WCMBP system and select the **Provider ID** used to submit the initial authorization

Select a Provider ID Number to continue to the Provider Portal:

Available Provider IDs: Go

2. Select the appropriate profile “**EXT Provider Bills Submitter**” from the drop down

Select a profile to use during this session:

Go

3. Click on the **On-line Authorization Submission** link in the column on the left menu under Authorization

Authorization

4. Click on the **Add New Request** button

Close Add New Request Authorization Request List

5. Select the **Program** from the drop-down list

Program:



6. Select the **Authorization Type** selected during the initial authorization submission from the drop-down list

7. Select the **Correction** button under **Requestor Information**

8. Enter the **Original Authorization Number (For Correction)** in the respective field. This is a required field for corrections.

Note: The Original Authorization cannot be in In-Review status when submitting a correction. A dialog box will populate to warn of the in-review status.

9. Complete the remainder of the authorization request fields with the corrected information as applicable under the following sections:

- Requested By
- Claimant Information
- Provider Information
- Service Line Information

Note: Ensure that the total unit or amount, inclusive of the initial authorization, is reflected.

10. For faster processing of the corrected authorization request, provide a summary of changes from the initial request in the **Remarks** field

11. After all information has been entered, click the **Save Authorization** button on top of the Authorization Request

12. Click the **Submit Authorization** button on top of the Authorization Request

Note: If the correction button is not selected in step 7, a duplicate error may appear